

Office of the City Manager

DATE: June 29, 2010

To: Department Directors

FROM: Troy Schulte, Acting City Manager

SUBJECT: ADA Transition Plan Assessment Survey

We often think of public accessibility requirements for persons with disabilities as purely infrastructure based – sidewalks and curb cuts, audible pedestrian signals, parking, building entrances...etc. However, there is another side of the Americans with Disabilities Act (ADA) requirements that seeks *administrative and programmatic* inclusion of persons with disabilities.

Title II of the ADA requires both appropriate structural and programmatic access for people with disabilities. This would include such administrative accommodations as:

- Program Access (Relocating a public or committee meeting to a place that accommodates the needs of all citizens, including persons with disabilities)
- Communications (Providing multiple formats of documents and department publications)
- Program Integration (Allowing individuals with disabilities the right to choose to be involved in a city program, even when separate programs are available for persons with disabilities)

The following survey is intended to benchmark where we are in each of these areas. Please distribute to the appropriate staff member and return via email to Julie Kapur, <u>Julie Kapur@kcmo.org</u> by **August 13.** If you have questions concerning the survey, please contact Julie Steenson at 513-1330 or <u>Julie Steenson@kcmo.org</u>.

Program Access

1. Do you make reasonable modifications to policies, practices or procedures, when such modifications are necessary to offer goods or services, etc. to individuals with disabilities unless doing so fundamentally alters the goods or services provided?

17
0
3

2. What does your department consider a reasonable modification?

Key Word	# of times mentioned
Alternative Versions of Documents	6
(large print, Braille, audio, digital)	
Public meeting (accessibility at)	5
Remove physical barriers (ramps, slope,	5
support rails, adequate widths at	
doorsetc)	
Sign Language Interpreter	3
Special assistance (staff providing direct	3
assistance)	
Wheel chair/wheel chair lifts	2
TDD/TTY Machines	2
Accessible Parking spaces	2
Translation services (various languages)	2
Adjustments for employees	1
Scholarship opportunities	1
Allowing guide dogs	1
Stairwell evacuation services/equipment	1
Signage	1
Slowing speech	1

3. Is consideration taken when planning public meetings to ensure physical accessibility of location for all citizens?

Yes	17
No	0
N/A (internal service or no services provided directly to public)	3

If yes, please explain how you have made a meeting more accessible when requested or your department's policy on physical location of meetings.

Sample answer typical of all: "held mandatory meetings at a location that has better access tha[n] our management building, for individuals with disabilities"

4. Do all departmental pubic meeting announcements include the following statement from Administrative Regulation 1-17 5.2:

"Any person with a disability desiring reasonable accommodation to participate in this meeting may contact the 311 Action Center at 311 or (816) 513-1313 or for TTY 513-1889 or by email at actioncenter@kcmo.org."

Yes	7
No	9*
Inconsistently	3
N/A (no public announcements)	2

^{*}one department responded only to this question, causing the total number of responses to be 21 for question #4

5. Is your department involved in ongoing plans for inclusion and accessibility?

If yes, has the department made progress on identified areas of improvement?

Yes	9
No	7
N/A	2
No answer	2

Communications

6. Do your written materials (publications, newsletters, press releases) include a notice of nondiscrimination?

Yes	4
No	8*
N/A	2
Inconsistent	5
No answer	1

^{*}Several departments mentioned that press releases are vetted through the City Communications Office

If yes, please provide physical examples as an attachment to this survey.

7. Does departmental written and oral communication use "person first" language, such as "people with disabilities are encouraged to apply"?

Yes	10
No	4
Inconsistent	3
No answer	1
N/A	2

^{*}One department answered "don't know", which is coded as No Answer and others indicated that City Communications handle external communications and Human Resources handles employment related communications

8. Are alternative forms of communication available at public meetings and for all written and oral communications from your department or can your department provide alternative forms of communication upon request within a reasonable about of time?

Please describe how you do or would accomplish providing alternative forms of communication within a reasonable timeframe (48 hours) if requested by a citizen.

Yes	15
No	1
N/A	4

Departments indicated that they would contact City Communications, the Whole Person or Rehabilitation Services for the Blind if accommodations were requested

Most answers focused on the public meeting aspect of the question but did not address written and oral communications

9. List all alternative forms of communication you currently use, have used in the past or could use if requested:

Large print	14
Computer screen with audible reader	3
Braille	4
Pictorial	10
Oral Communication also provided in	11
print (electronic transcripts)	
Assisted listening devices	5
TDD/TTY	7
Sign language	5
Close-captioned video	2
Sign language interpreter	8

Two departments responded with N/A and one responded with "none available"

One department also listed Text to Speech and Speech to Text software

10. If a citizen contacted your department requesting alternative forms of communication at a public meeting, would you know where to acquire the necessary equipment (including a sign language interpreter)?

Yes	14
No	4
N/A	2

City Communications, Communications Manual, Action Center, ADA Coordinator, the Whole Person, Kansas City Deaf Blind library, Sign language specialist, Helpdesk, Intranet, Internal staff

11. Do marketing and other printed department materials reflect inclusion of people with disabilities (e.g. access to information provided, people with disabilities pictured in publications or on the website)?

Yes	5
No	5

Inconsistent	3
N/A	6
No answer	1

12. Is the department web site accessible (e.g. simple design, consistent navigation, alternative text for graphics, high contrast, no flashing/blinking features)?

If yes, please describe how you accomplished this or how you know the site is accessible.

If no, please describe how you intend to make website features accessible.

Yes	15
No	4
N/A	1

Accessible features mentioned: links grouped for ease of use by Browser Rest and Audible Reader software; separate menu locations; simple text; images display textual descriptions; no flashing, blinking or scrolling text; important content on main site

Several departments indicated that their websites are either handled by central ITD or are being redesigned currently and will incorporate accessible design standards (Aviation, Finance)

Program Integration

13. Have you made sure that individuals with disabilities are allowed the opportunity to participate as members of your planning and advisory boards, committees or other groups populated by citizens? How?

Yes	10
No	1
N/A	9

Many departments said that no citizen is excluded, but no specific effort is made to make boards or commissions inclusive of individuals with disabilities

Parks and Recreation created Guiding Coalition which specifically addresses accessibility issues for Parks

14. Do you advertise board, committee or other citizen group opportunities to organizations that serve people with disabilities?

Yes	3
No	7
N/A	10

No specific targeted advertising seems to be done by any department, other than Parks and Recreation's recruitment for the Guiding Coalition

One department indicated that board members are appointed by the Mayor.

15. Even if separate programs or activities are provided for individuals with disabilities, are these individuals still allowed the opportunity to participate in programs or activities that are not specifically designed for persons with disabilities?

Yes	12
No	1
N/A	7

The one "No" answer is being clarified with the responder, as it is inconsistent with other answers given.

16. Are people with disabilities and/or their families involved in department planning efforts (e.g. advisory boards, committees..etc)? Please list which boards or committees (you do not need to provide names of individuals).

Yes	5
No	3
N/A	12

Examples: Human Rights Commission, Guiding Coalition, Pet License Task force, Planning and Transportation Committee

17. Does the department have relevant partnerships with organizations which serve people with disabilities? If so, list partnerships and purpose of partnerships

Yes	8
No	9
N/A	2
No Answer	1

Examples: The Whole Person, EITAS, UMKC IHD, Mayors Committee for Persons with Disability, National Sports Center for the Disabled KC, The Kansas City Area Blind Amateur Radio Club

18. Does the department mission clearly reflect a belief about inclusion of people with disabilities and other differences?

Please provide mission statement of your department.

Yes	9
No	8
N/A	1
No Answer	2

19. Do department vision and values articulate support for inclusion of people with disabilities?

Yes	13
No	7
N/a	0

20. Does upper administration (e.g., administrators, managers) show support for inclusion?

Yes	20

No	0
N/A	0

21. Are managers and customer service staff trained in disability awareness and inclusion as a routine part of staff orientation or training? If yes, list topics covered in training.

Yes	9
No	10
N/A	1

Many departments seem to rely on centralized Human Resources diversity and customer service training.

22. When observed, or when asked, do staff members interact with people with disabilities in a helpful and respectful manner?

Yes	19
No	0
N/A	1

One department responded that no observation has been made of staff, but policy is to be helpful to all citizens regardless

Examples: making home visits to obtain signatures when necessary, identifying an aide to assist a citizen who is blind in reading City documents